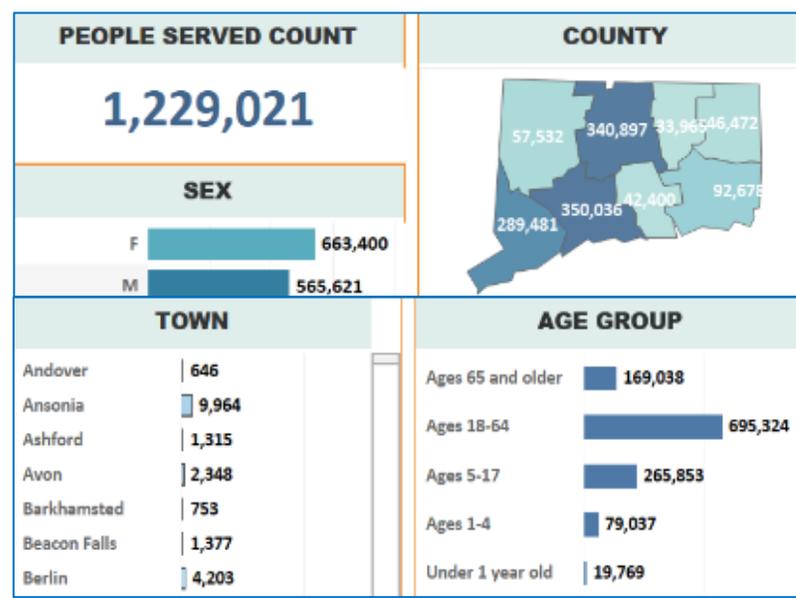


DSS PEOPLE SERVED DASHBOARD

USER GUIDE



Version 1.0

March 16, 2022

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DASHBOARD OVERVIEW

The CT Department of Social Services (DSS/Department) is pleased to share the *People Served* Dashboard. This is the first of future interactive dashboards that the Department will be developing and posting to increase the public's access to DSS data.

This current dashboard is modeled after DSS' *People Served* annual report that is published each year. While the dashboard contains the same data elements that are found in the static, annual report, there will be some differences. For example, the dashboard is updated on a monthly basis. In addition, the dashboard allows for filtering of the data to allow for more customized slices of the data. As such, different suppression rules are applied to the dashboard (counts less than 11) versus the annual report (counts less than 5). That means, data counts less than certain amounts are not provided. This is done to support data privacy and protection.

Below are instructions and information to aid with use of the dashboard and understanding the data. Please review the Methodology +Definitions section for information about terms used and the unit of analysis.

DASHBOARD NAVIGATION BASICS

Calendar Year Filter

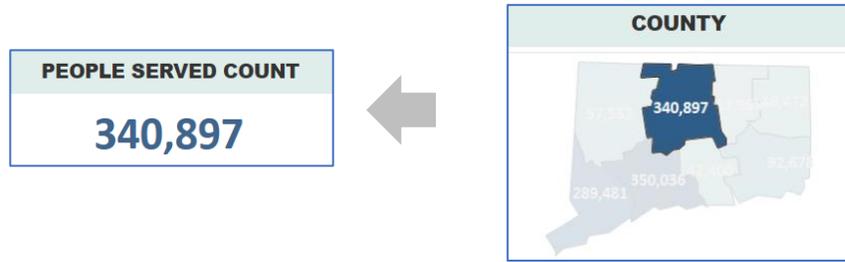
The *People Served* dashboard allows users to filter data by Calendar Year. This can be done by clicking the box titled "Year." The various data tiles will update based upon the user's selection.



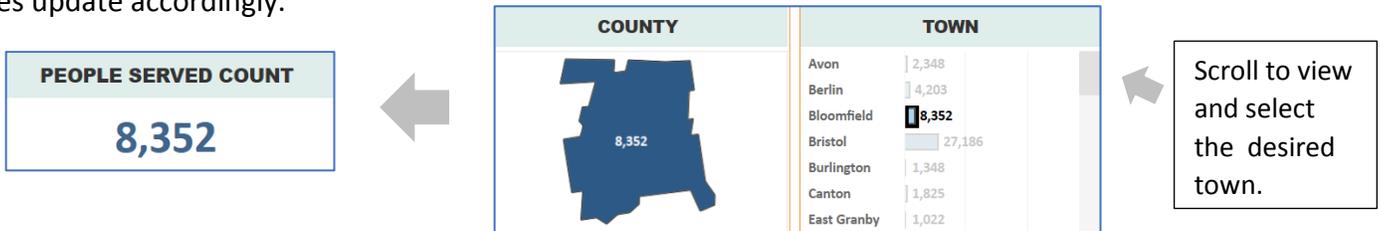
Geographic Filters

In addition to viewing the *People Served* data at the Statewide level, user can also filter the data by "COUNTY" or "TOWN." By clicking a specific "COUNTY" or "TOWN," a user will see the data across the demographic (e.g., age, sex, race, etc.) and program categories will update based on their selections. The "PEOPLE SERVED COUNT" tile will reflect the total based on the "COUNTY" or "TOWN."

In this example, Hartford County has been selected in the "COUNTY" tile. The "PEOPLE SERVED COUNT" reflects that "COUNTY" total.

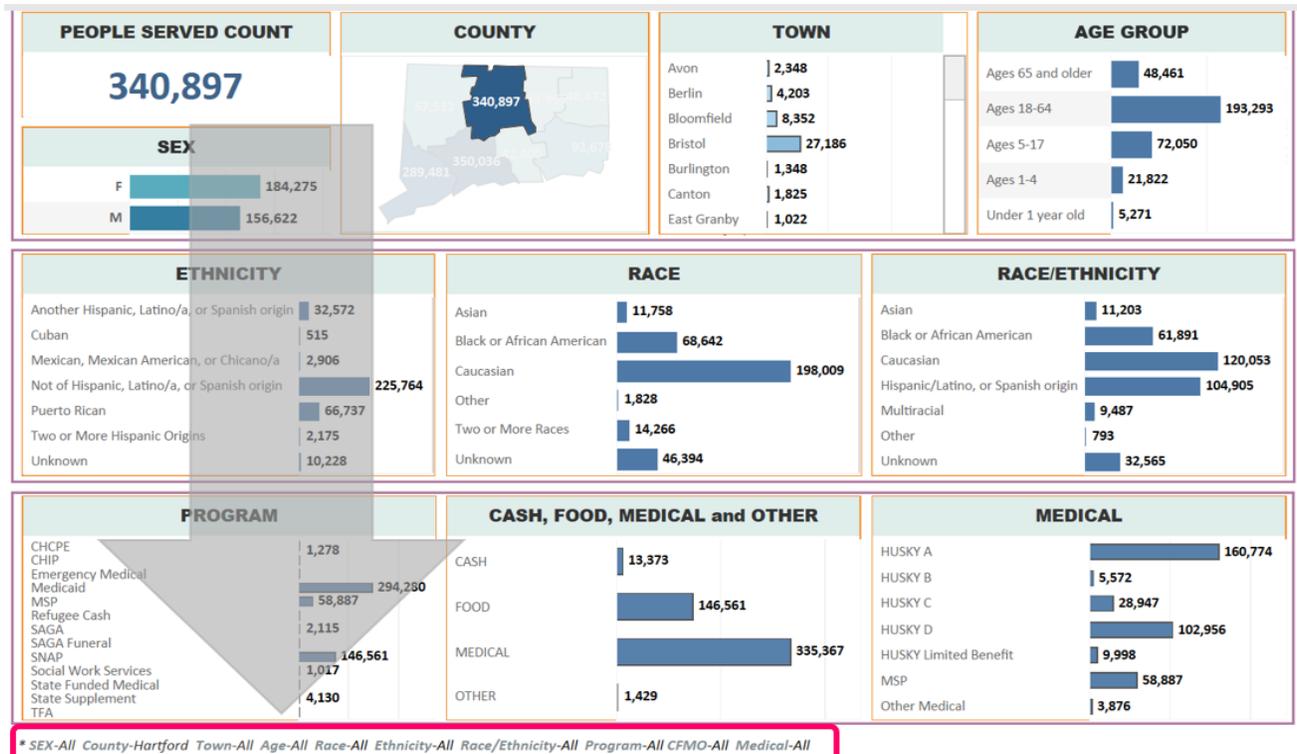


When selecting, for example, Bloomfield from the "TOWN" tile, the "STATEWIDE COUNT" and "COUNTY" data tiles update accordingly.



To turn off the filters based on the above examples, a user would click on the "Bloomfield" data bar in the "TOWN" tile and then click the Hartford County map in the "COUNTY" data tile. The dashboard will then reset to the statewide view.

TIP: The bottom of the screen will show you any filters you have selected. In this example, the "County" filter shows that "Hartford" has been selected. When a filter has not been applied, it will be shown as "All."

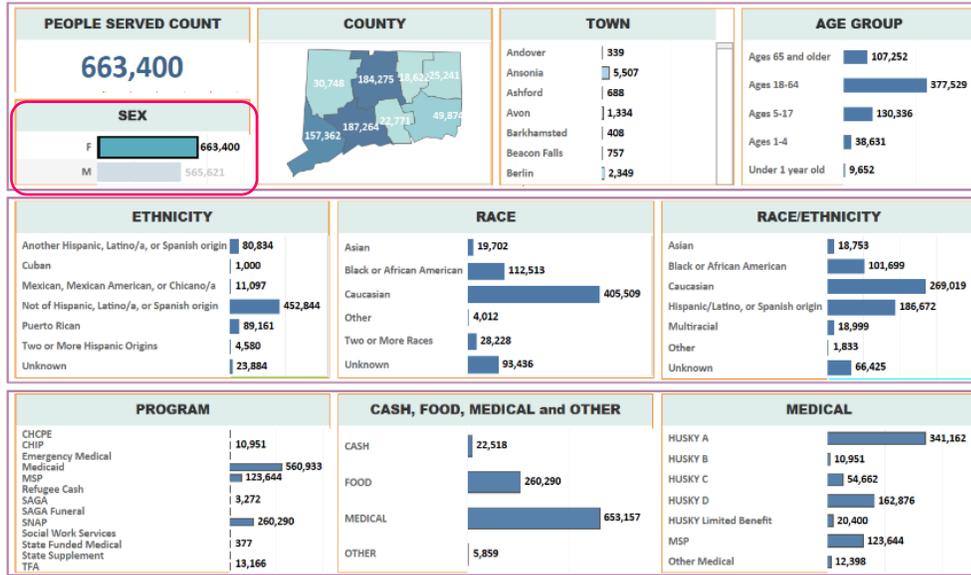


Demographic Filters

Users are able to view data at the “AGE GROUP”, “SEX”, “RACE”, “ETHNICITY” and RACE/ETHNICITY” levels.

For example, if a user wishes to see the number of clients who are “Female,” this can be done by clicking on the “F” data bar in the “SEX” tile. All the data in the other tiles in the dashboard will update based on that selection of “F” (Female). By clicking again on the “F” bar, the filter will reset (i.e., turn off the filter) to show the statewide data for both “F” (Female) and “M” (Male).

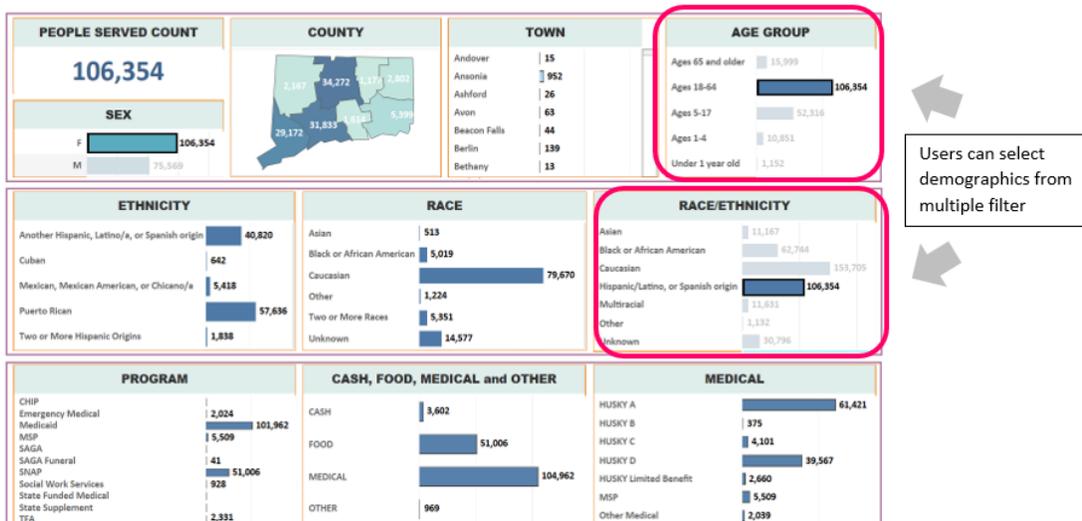
Clicking on the “F” (female) data bar will filter the data across the dashboard by that selection



The filters for the other demographic categories function the same as was explained above. That is, if a user chooses “Age 18-64” in the “AGE GROUP” tile, the data across the dashboard will reflect that selection.

Demographic Cross-Tabulation

Users are able to select filters across different tiles on the dashboard. For example, a user can select “Hispanic/Latino, or Spanish origin” in the “RACE/ETHNICITY” tile and “Ages 18-64” from the “AGE GROUP” tile. This will result in the data across the dashboard reflecting the counts for the selected filters. This is illustrated below:



Users can select demographics from multiple filter

Multiple selections cannot be made within a given data tile. For example, under the “AGE GROUP” tile, a user can select only one age category at a time. Similarly, only one ethnicity can be selected at a time in the “ETHNICITY” tile and only one race can be selected at a time in the “RACE” tile.

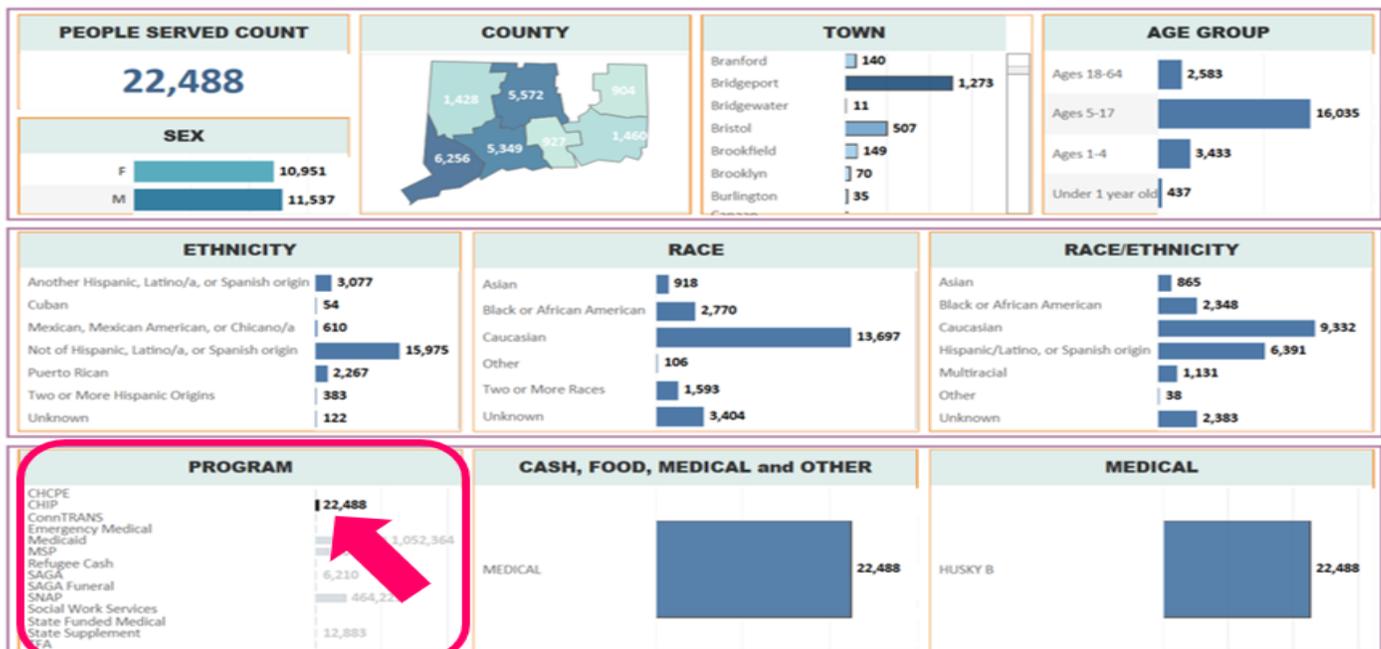
NOTE: Starting in 2016, more detailed race and ethnicity data began to be collected by the Department.

Program Filters

A user can view the dashboard data by a specific program. This is done by clicking on the bar of the desired type of program that the user wishes to view. In the example below, when the “CHIP” data bar is selected in the “PROGRAM” tile, the data of the dashboard reflects the count for that category. Please know, you cannot select multiple programs. The “PROGRAM” filter will only permit the selection of one category at a time.

By clicking on the “CHIP” data bar again, the dashboard resets to reflect all the program types.

NOTE: Within each program tile, an individual could be counted more than once if they are on more than one program.

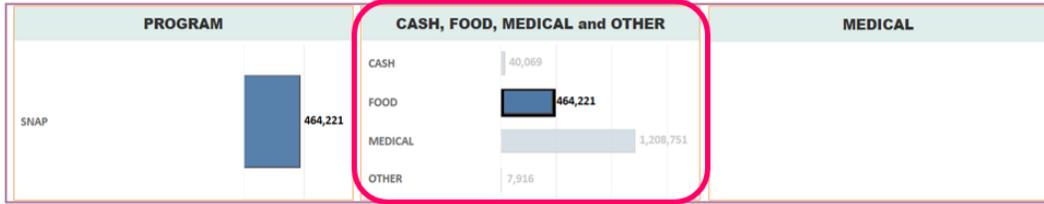


* SEX-All County-All Town-All Age-All Race-All Ethnicity-All Race/Ethnicity-All Program-CHIP CFMO-MEDICAL Medical-HUSKY B

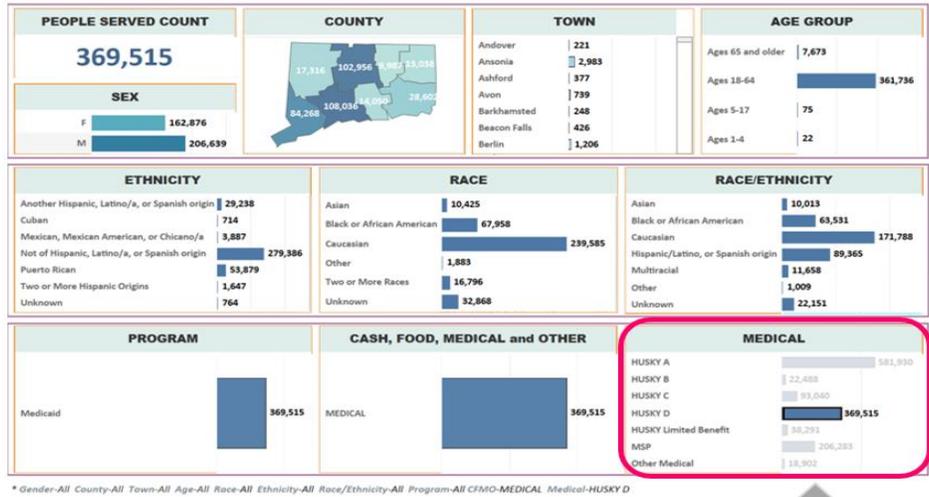
Clicking on the data bar for a specific program will filter the data accordingly across the dashboard

NOTE: In 2019, the administration of the CADAP program was transferred from DSS to the Department of Public Health.

Next, for example, if a user wishes to see the data by the “FOOD” assistance type, this is done by selecting the “FOOD” data bar in the “CASH, FOOD, MEDICAL and OTHER” tile. This is illustrated below:



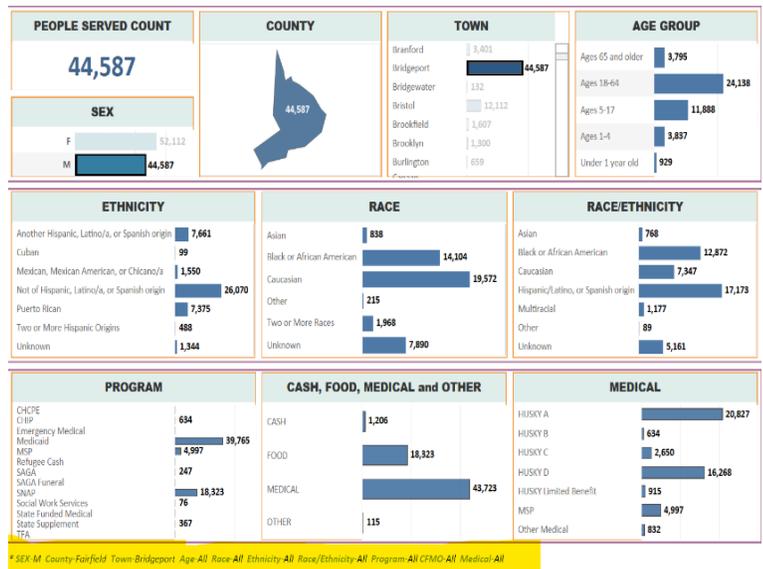
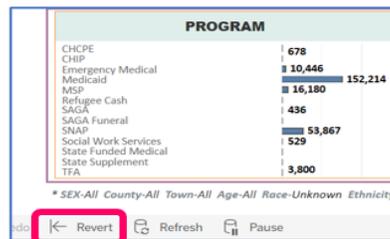
Similar to the “PROGRAM” and “CASH, FOOD, MEDICAL and OTHER” tiles, “MEDICAL” data can also be filtered. In the example to the right, by clicking on the “HUSKY D” bar in the “MEDICAL” tile, the data across the dashboard will be filtered by that selection.

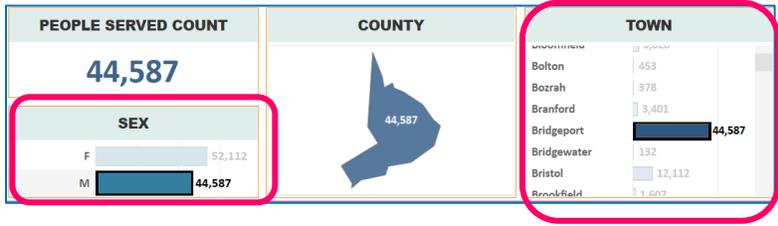


Resetting Filters

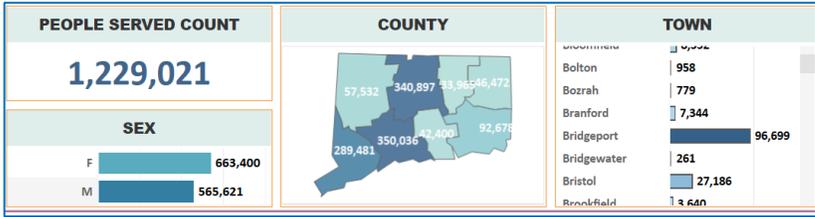
All the filters a user has selected will be noted at the bottom of the screen. See the image to the right that shows that “M” (Male) and the town of “Bridgeport” were selected. Fairfield County is also listed as a filter because the “COUNTY” tile will change based on the town selected. The example filter listing section has been highlighted in yellow. Please note that the highlight color was added to aid viewing in this guide. On the actual dashboard, however, the filter selections listing will not be highlighted.

All the selected filters can easily be reset/turned off by clicking on the “Revert” button at the bottom of the screen. Individual filters can also be reset/turned off by clicking on the data bar of the selected category. For example, if “Bridgeport” was selected under the “TOWN” tile and “M” (Male) was selected under “SEX,” a user would again click on the “Bridgeport” data bar and then the “M” data bar. The filters’ listing should now read as “All.”

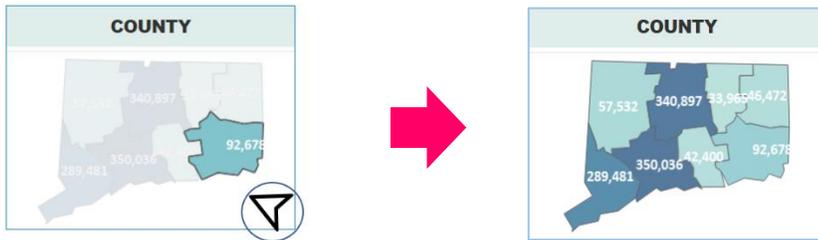




Clicking on the filtered category (in this example, "Bridgeport" in the "TOWN" tile and "M" in the "SEX" tile) will reset the dashboard to the statewide and the female and male data view



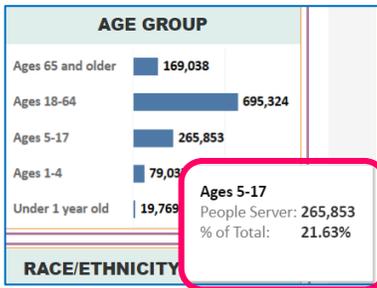
Note: Filters can also be reset by clicking on a "blank" space within a given tile. That is illustrated below:



As a reminder, when a filter has been reset, the display will show as "All." Meaning that "All" the categories of that filter are being applied to the data counts.

Mouse Overs / Mouse Hovers

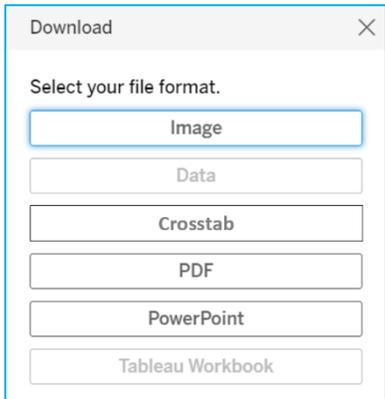
"Percentage of Total" information about a data element can be viewed when the mouse pointer "hovers" over a given bar. In the example to the left, when the pointer hovers over the "Ages 5-17" category in the "AGE GROUP" tile, a box pops open and displays the count of that population (N=265,853) and its percentage of the total (21.63%).



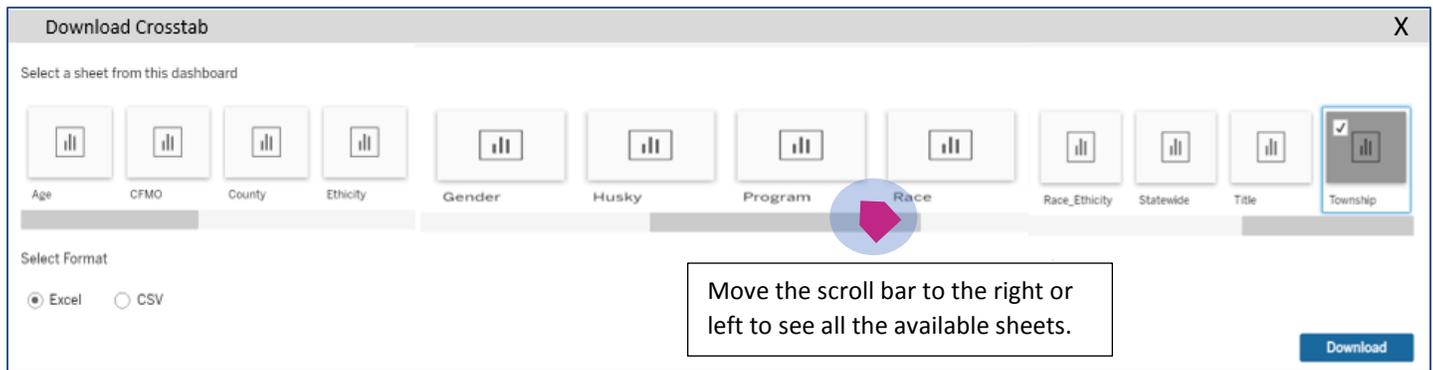
Display of a mouse over/mouse hover on a data category

Exporting

Under the "Download" option, the data visualizations of this dashboard can be exported as an "Image," into "PowerPoint," or as a "PDF." Aggregated data can also be downloaded in an Excel or a .CSV format by selecting the "Crosstab" option.



When selecting “Crosstab,” you will see the tiles/sheets from the dashboard. The below image shows all the sheets that the “Crosstab” option contains. On the actual dashboard, however, you will only see some of those sheets at a time. You will need to put the cursor on the horizontal scroll bar and move it to the right or left to see all the available sheets. That is illustrated below:



In the above example, we have selected “Township” and the Excel format. Upon clicking the “Download” button, the 2021 statewide percentage and count for each town are downloaded into Excel.

	%Total along Town	Active Recipients
Andover	0.05%	646
Ansonia	0.76%	9,964
Ashford	0.10%	1,315
Avon	0.18%	2,348
Barkhamsted	0.06%	753
Beacon Falls	0.11%	1,377
Berlin	0.32%	4,203
Bethany	0.07%	848
Bethel	0.41%	5,382
Bethlehem	0.06%	765
Bloomfield	0.64%	8,352
Bolton	0.07%	958
Bozrah	0.06%	779
Branford	0.56%	7,344
Bridgeport	7.42%	96,699
Bridgewater	0.02%	261
Bristol	2.09%	27,186
Brookfield	0.28%	3,640
Brooklyn	0.22%	2,918
Burlington	0.10%	1,348

METHODOLOGY + DEFINITIONS

Unit Levels + Other Data Construction Information

People Served Count: The People Served count reflects the total number of distinct individuals who are served in DSS Cash, Food, Medical and select Other programs during the calendar year. It is not a duplicated count. Meaning, that even if a person is served in more than one program (e.g., Food and Medical), that person is only counted one time in the Statewide People Served total. For calendar years in progress, that year’s unduplicated counts are rolling on a monthly basis.

Program Count: In the “PROGRAM” tile, an individual can be represented multiple time within and across multiple programs. Therefore, these data will contain duplicated counts at the person/individual level. That means that one person can be served in and counted in many different programs.

Age: Age data are calculated based on an individuals’ birth month.

Race + Ethnicity: These data follow the race and ethnicity standards set forth by the Federal Office of Management and Budget (OMB). The OMB standards are provided below:

Ethnicity Data Standard	Categories
<p><i>Are you Hispanic, Latino/a, or Spanish origin</i> <i>(One or more categories may be selected)</i></p> <p>a. <input type="checkbox"/> <i>No, not of Hispanic, Latino/a, or Spanish origin</i></p> <p>b. <input type="checkbox"/> <i>Yes, Mexican, Mexican American, Chicano/a</i></p> <p>c. <input type="checkbox"/> <i>Yes, Puerto Rican</i></p> <p>d. <input type="checkbox"/> <i>Yes, Cuban</i></p> <p>e. <input type="checkbox"/> <i>Yes, another Hispanic, Latino, or Spanish origin</i></p>	<p>} These categories roll-up to the Hispanic or Latino category of the OMB standard</p>
Race Data Standard	Categories
<p><i>What is your race?</i> <i>(One or more categories may be selected)</i></p> <p>a. <input type="checkbox"/> <i>White</i></p> <p>b. <input type="checkbox"/> <i>Black or African American</i></p> <p>c. <input type="checkbox"/> <i>American Indian or Alaska Native</i></p> <p>d. <input type="checkbox"/> <i>Asian Indian</i></p> <p>e. <input type="checkbox"/> <i>Chinese</i></p> <p>f. <input type="checkbox"/> <i>Filipino</i></p> <p>g. <input type="checkbox"/> <i>Japanese</i></p> <p>h. <input type="checkbox"/> <i>Korean</i></p> <p>i. <input type="checkbox"/> <i>Vietnamese</i></p> <p>j. <input type="checkbox"/> <i>Other Asian</i></p> <p>k. <input type="checkbox"/> <i>Native Hawaiian</i></p> <p>l. <input type="checkbox"/> <i>Guamanian or Chamorro</i></p> <p>m. <input type="checkbox"/> <i>Samoan</i></p> <p>n. <input type="checkbox"/> <i>Other Pacific Islander</i></p>	<p>} These categories are part of the current OMB standard</p> <p>} These categories roll-up to the Asian category of the OMB standard</p> <p>} These categories roll-up to the Native Hawaiian or Other Pacific Islander category of the OMB standard</p>

Race + Ethnicity Combination: “RACE/ETHNICITY” tile on the dashboard combines the race and ethnicity data. It is constructed such that an individual who identifies as being of any Hispanic, Latino/a, or Spanish Origin is counted as Hispanic, Latino/a, or Spanish Origin regardless of their race identification. For example, if an individual identifies their ethnicity as one of more of the Hispanic, Latino/a, or Spanish Origin categories under the OMB standards and identifies their race as Asian, they would be counted as Hispanic, Latino/a or Spanish Origin under the “RACE /ETHNICITY” tile in the dashboard. They would not, however, be counted as Asian, Non-Hispanic in that “RACE /ETHNICITY” tile based on the example given.

Next, some DSS data systems allow individuals to select “Unknown” as an option under Ethnicity. Also, as providing one’s race and ethnicity information is optional, these data for individuals who decline to supply that information are inputted as “Unknown.” Similarly, “missing” race and ethnicity data is coded as “Unknown.”

Those “Unknown” ethnicity selections are treated as “not Hispanic” under the “RACE/ETHNICITY” tile. For example, if an individual selected “Unknown” for their Ethnicity and Asian for their Race, that data is coded as “Asian.” Such individual would not be counted as Hispanic, Latino/a, or Spanish Origin in the “ETHNICITY/RACE” tile.

Definitions

The below provides information on the categories, programs, and assistance types contained in the dashboard

PROGRAMS	
CADAP*	CADAP - Connecticut AIDS Drug Assistance Program
CHCPE	Connecticut Home Care Program For the Elderly (State Funded)
CHIP	Children's Health Insurance Program (HUSKY B)
Conn TRANS	Assistance For Organ Transplant Recipients
Emergency Medical	COVID-19 Testing and Treatment
Medicaid	Title 19 Medicaid
MSP	Medicare Savings Programs
Refugee Cash	Refugee Cash Assistance
SAGA	State Administered General Assistance (Cash Assistance)
SAGA Funeral	State Administered General Assistance for Funeral Costs
SNAP	Supplemental Nutrition Assistance Program
Social Work Services	Essential Services Program
State Funded Medical	State Funded Medical Assistance (currently DCF but soon to be expanded)
State Supplement	State Supplement Cash
TFA	Temporary Family Assistance

*Note: as of 2019, the Connecticut Department of Public Health began administering this program

CASH, FOOD, MEDICAL and OTHER (Assistance Types)	
Cash	Cash assistance programs include: SAGA, TFA, State Supplement Refugee Assistance and Repatriation Assistance
Food	Supplemental Nutrition Assistance Program (SNAP)
Medical	Medical assistance includes Medicaid and CHIP (HUSKY), as well as other State and Federally funded programs.
Other	Essential Services Program, SAGA Funeral

MEDICAL	
HUSKY A	Medicaid for children and their parents or a relative caregiver, and pregnant women.
HUSKY B	Children under age 19 whose parents have incomes higher than HUSKY A eligibility levels (CHIP - Children's Health Insurance Program).
HUSKY C	Medicaid for individuals aged 65 or older; or who are aged 18 up to 65th birthday and who are blind, or who have another disability.
HUSKY D	Medicaid for individuals aged 19 up to their 65th birthday without dependent children; who do not qualify for HUSKY A; who do not receive Medicare; and who are not pregnant.
HUSKY Limited Benefit	Medical programs that do not pay for the full array of medical benefits: COVID-19 coverage, Tuberculosis, and Family Planning.
MSP	Programs for Medicare recipients that help pay Medicare Part B premiums, deductibles, and co-insurance.
Other Medical	State funded medical programs including: DCF Behavioral Health Coverage, COVID-19 Emergency Medical, HCPE and ConnTRANS.